

Dell™ 3400MP Projector

# Owner's Manual

# Notes, Notices, and Cautions



**NOTE:** A NOTE indicates important information that helps you make better use of your projector.



**NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**CAUTION:** A CAUTION indicates a potential for property damage, personal injury, or death.

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# Your Dell Projector

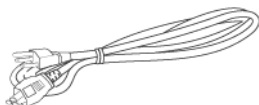
Your projector comes with all the items shown below. Ensure that you have all the items, and contact Dell if anything is missing.

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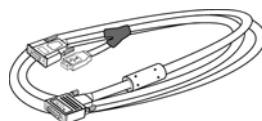
## Package Contents

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1.8m power cord (3.0m in Americas)



1.8m M1 to D-sub/USB cable



2.0m S-video cable



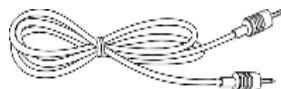
1.8m Composite Video cable



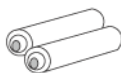
1.8m RCA to Audio cable



1.8m mini pin to mini pin cable



Batteries (2)



Remote control



**Package Contents *(continued)***

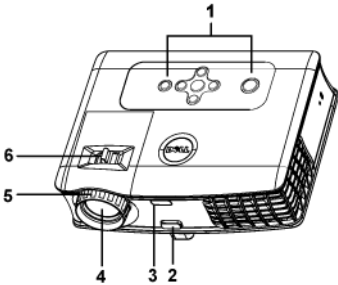
Documentation



Carrying case



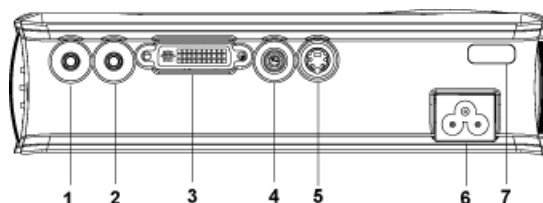
**About Your Projector**



1	Control panel
2	Elevator button
3	Remote control receiver
4	Lens
5	Focus ring
6	Zoom tab

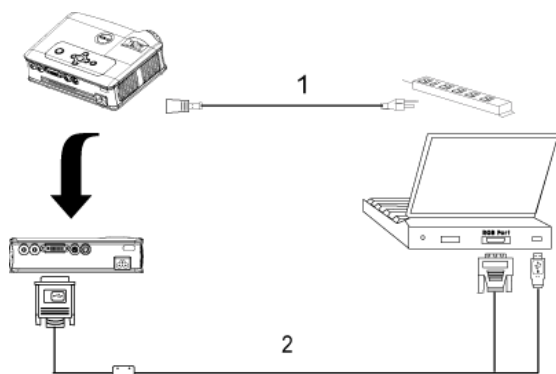
# 2

## Connecting Your Projector



1	Audio output connector
2	Audio input connector
3	MI-DA connector
4	Composite video connector
5	S-video connector
6	Power cord connector
7	IR receiver

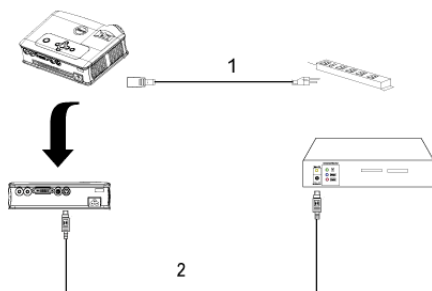
## Connecting to a Computer



1	Power cord
2	M1A to D-sub/USB cable

## Connecting to a DVD Player

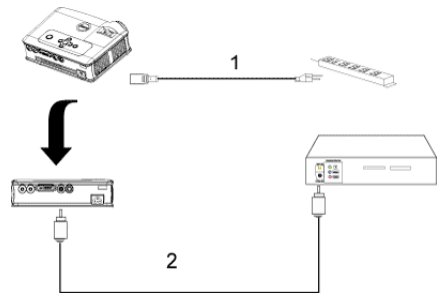
### Connecting a DVD Player with an S-video Cable



1	Power cord
2	S-video cable

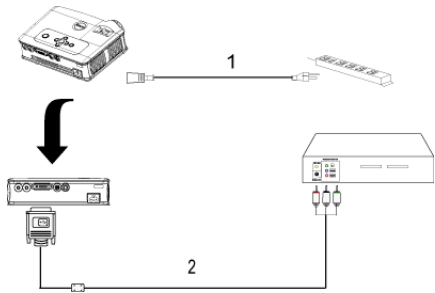


### Connecting a DVD Player with a Composite Cable




1	Power cord
2	Composite video cable

### Connecting a DVD Player with a Component Cable



1	Power cord
2	M1-A to HDTV cable

 **NOTE:** The M1-A to HDTV cable is not provided by Dell. Consult a professional installer for the cable.



# Using Your Projector

## Turning Your Projector On



**NOTE:** Turn on the projector before you turn on the source. The power button light blinks green until pressed.

- 1 Remove the lens cap.
- 2 Connect the power cord and appropriate signal cables. For information about connecting the projector, see "Connecting Your Projector" on page 7.
- 3 Press the power button (see "Using the Control Panel" on page 15" to locate the power button). The Dell logo displays for 30 seconds.
- 4 Turn on your source (computer, DVD player, etc.). The projector automatically detects your source.

If the "Searching for signal..." message appears on the screen, ensure that the appropriate cable(s) are securely connected.

If you have multiple sources connected to the projector, press the **Source** button on the remote control or control panel to select the desired source.

## Turning Your Projector Off



**NOTICE:** Do not unplug the projector before properly shutting down as explained in the following procedure.

- 1 Press the power button.
- 2 Press the power button again. The cooling fans continue to operate for 90 seconds.
- 3 Disconnect the power cord from the electrical outlet and the projector.



**NOTE:** If you press the power button while the projector is running, the "Power Off the Lamp?" message appears on the screen. To clear the message, press any button on the control panel or ignore the message; the message disappears after 5 seconds.

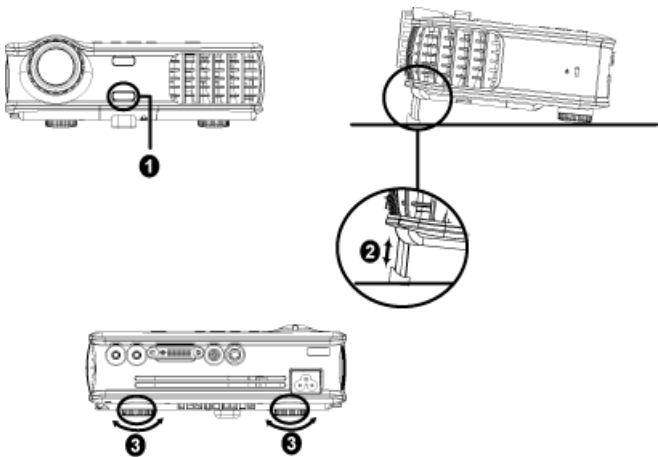
# Adjusting the Projected Image

## Raising the Projector Height

- 1 Press the elevator button.
- 2 Raise the projector to the desired display angle, and then release the button to lock the elevator foot into position.
- 3 Use the tilt adjustment wheel to fine-tune the display angle.

## Lowering the Projector Height

- 1 Press the elevator button.
- 2 Lower the projector, and then release the button to lock the elevator foot into position.

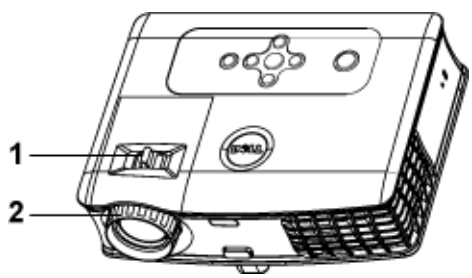


1	Elevator button
2	Elevator foot
3	Tilt adjustment wheel

# Adjusting the Projector Zoom and Focus

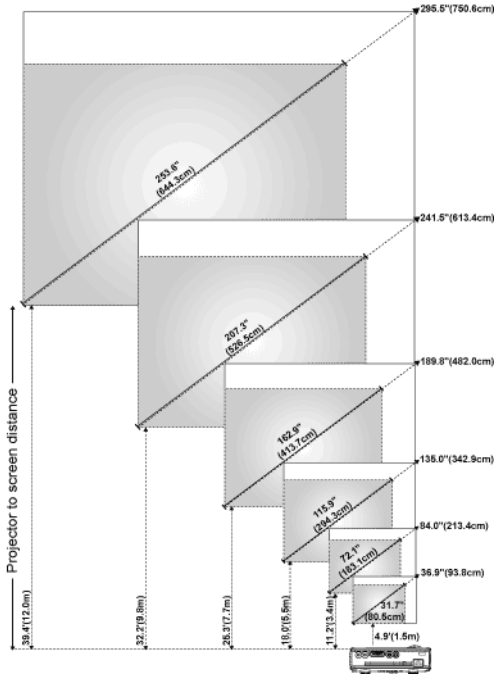
**⚠ CAUTION:** To avoid damaging the projector, ensure that the zoom lens and elevator foot are fully retracted before moving the projector or placing the projector in its carrying case.

- 1 Rotate the zoom tab to zoom in and out.
- 2 Rotate the focus ring until the image is clear. The projector focuses at distances from 4.9 ft to 39.4 ft (1.5 m to 12 m).



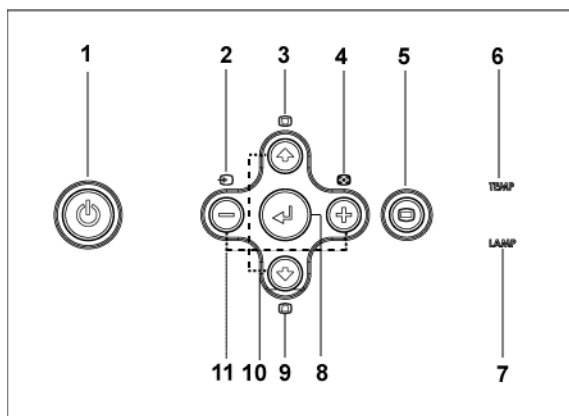
1	Zoom tab
2	Focus ring

# Adjusting Projection Image Size







Screen (Diagonal)	Max.	36.9" (93.8cm)	84.0" (213.4cm)	135.0" (342.9cm)	189.8" (482.0cm)	241.5" (613.4cm)	295.5" (750.6cm)
	Min.	31.7" (80.5cm)	72.1" (183.1cm)	115.9" (294.3cm)	162.9" (413.7cm)	207.3" (526.5cm)	253.6" (644.3cm)
Screen Size	Max. (WxH)	29.5"X22.1"	67.2"X50.4"	108.0" X 81.0"	151.8"X113.9"	193.2" X 144.9"	236.4" X 177.3"
		(75.0cm X 56.3cm)	(170.7cm X 128.0cm)	(274.3cm X 205.7cm)	(385.6cm X 289.2cm)	(490.7cm X 368.0cm)	(600.5cmX 450.3cm)
	Min. (WxH)	25.3" X 19.0"	57.7" X 43.3"	92.7" X 69.5"	130.3" X 97.7"	165.8" X 124.4"	202.9" X 152.2"
		(64.4cm X 48.3cm)	(146.5cm X 109.9cm)	(235.5cm X 176.6cm)	(331.0cm X 248.2cm)	(421.2cm X 315.9cm)	(515.4cm X 386.6cm)
Distance		4.9' (1.5m)	11.2' (3.4m)	18.0' (5.5m)	25.3' (7.7m)	32.2' (9.8m)	39.4' (12.0m)
* This graph is for user reference only.							

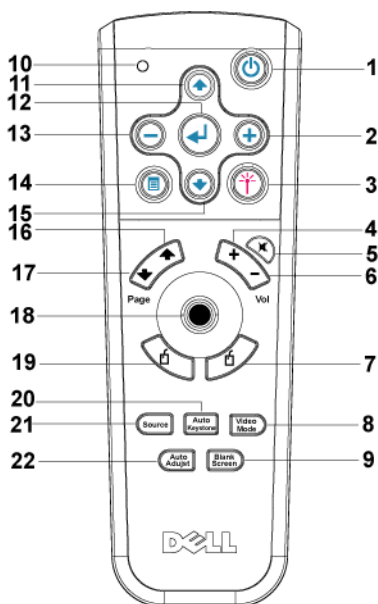
## Using the Control Panel











1	Power	Turn the projector on and off. For more information, see "Turning Your Projector On" on page 11 and "Turning Your Projector Off" on page 11.
2	Source	Press to toggle through Analog RGB, Composite, Component-i, S-video, and Analog YPbPr sources when multiple sources are connected to the projector.
3	Keystone adjustment	Press to adjust image distortion caused by tilting the projector. ( $\pm 16$ degrees)
4	Resync	Press to synchronize the projector to the input source. <b>Resync</b> does not operate if the on-screen display (OSD) is displayed.
5	Menu	Press to activate the OSD. Use the directional keys and <b>Menu</b> button to navigate through the OSD.

6	TEMP warning light	<ul style="list-style-type: none"> <li>If the TEMP light is solid orange, the projector has overheated. The display automatically shuts down. Turn the display on again after the projector cools down. If the problem persists, contact Dell.</li> <li>If the TEMP light is blinking orange, a projector fan has failed and the projector automatically shuts down. If the problem persists, contact Dell.</li> </ul>
7	LAMP warning light	If the LAMP light is solid orange, replace the lamp.
8	Enter	Press to confirm the selection item.
9	Keystone adjustment	Press to adjust image distortion caused by tilting the projector. ( $\pm 16$ degrees)
10	Up  and  Down	Press to select the OSD items.
11	 and  buttons	Press to adjust the OSD setting.

## Using the Remote Control











1	Power	Turn the projector on and off. For more information, see "Turning Your Projector On" on page 11 and "Turning Your Projector Off" on page 11.
2		Press to adjust the OSD setting.
3	Laser	Aim the remote control at the screen, press and hold the laser button to activate the laser light.
4	Volume 	Press to increase the volume.
5	Mute	Press to mute or un-mute the projector speaker.
6	Volume 	Press to decrease the volume.
7	Right click	Mouse right click.
8	Video mode	The Dell 3400MP Micro-projector has preset configurations that are optimized for displaying data (PC Graphics) or video (movies, games, etc.). Press <b>Video Mode</b> button to toggle between <b>PC mode</b> , <b>Movie mode</b> , <b>Game Mode</b> , <b>sRGB</b> , or <b>User mode</b> (for user to setup and save preferred settings). Pressing the <b>Video Mode</b> button once will show the current display mode. Pressing the <b>Video Mode</b> button again will switch between modes.
9	Blank screen	Press to hide the image, press again to resume display of the image.
10	LED light	LED indicator.
11	Up button 	Press to select OSD items.
12	Enter button	Press to confirm the selection.
13		Press to adjust the OSD setting.
14	Menu	Press to activate the OSD.
15	Down button 	Press to select OSD items.
16	Page 	Press to move to previous page.
17	Page 	Press to move to next page.
18	Directional pad	The directional pad can be used to control mouse movement. The mouse function is enabled using the M1 cable to connect your computer and the projector.

19	Left click	Mouse left click
20	Auto keystone	Press to enable the auto correction for image distortion due to tilting the projector.
21	Source	Press to switch between Analog RGB, Digital RGB, Composite, Component-i, S-video, and Analog YPbPr sources.
22	Auto adjust	Press to synchronize the projector to the input source. Auto adjust does not operate if the OSD (On-Screen Display) is displayed.

## Using the On-Screen Display

The projector has a multi-language On-Screen Display (OSD) that can be displayed with or without an input source present.

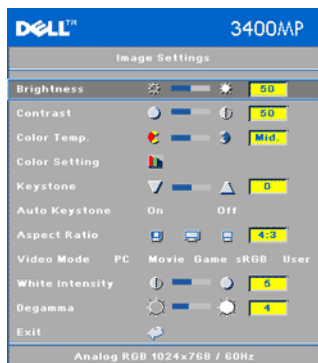
In the Main Menu, press  or  to navigate through the tabs. Press Enter button on the control panel or the remote control to select a submenu.

In the submenu, press  or  to make a selection. When an item is selected, the color changes to dark gray. Use  or  on the control panel or the remote control to make adjustments to a setting.

To exit the OSD, go to Exit tab and press Enter button on the control panel or the remote control.

## Image Settings





**BRIGHTNESS**—Use  $\ominus$  and  $\oplus$  to adjust the brightness of the image.

**CONTRAST**—Use  $\ominus$  and  $\oplus$  to control the degree of difference between the brightest and darkest parts of the picture. Adjusting the contrast changes the amount of black and white in the image.

**COLOR TEMP.**—Adjust the color temperature. The higher the temperature, the screen appears more blue; the lower the temperature, the screen appears redder. User mode activates the values in the "color setting" menu.

**COLOR SETTING**—Manually adjust red, green, and blue color.

**KEystone**—Adjust image distortion caused by tilting the projector ( $\pm 16$  degrees).

**AUTO KEystone**—Auto adjust the image distortion by tilting the projector.

**ASPECT RATIO**—Select an aspect ratio to adjust how the image appears.

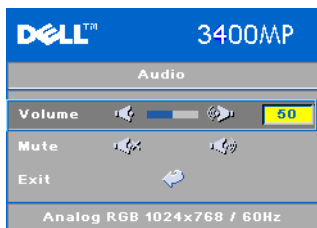
- 1:1 — The input source displays without scaling.  
Use 1:1 aspect ratio if you are using one of the following:
  - VGA cable and the computer has a resolution less than XGA (1024 x 768)
  - Component cable (576p/480i/480p)
  - S-Video cable
  - Composite cable
- 16:9 — The input source scales to fit the width of the screen.
- 4:3 — The input source scales to fit the screen.  
Use 16:9 or 4:3 if you are using one of the following:
  - Computer resolution greater than XGA
  - Component cable (1080i or 720p)

**VIDEO MODE**—Select a mode to optimize the display image based on how the projector is being used: **Movie**, **Game**, **PC**, **sRGB** (provides more accurate color representation), and **User** (set your preferred settings). If you adjust the settings for **White Intensity** or **Degamma**, the projector automatically switches to **User**.

**WHITE INTENSITY**—Setting 0 to maximize the color reproduction and 10 to maximize the brightness.

**DEGAMMA**—Adjust between 1 and 4 to change the color performance of the display.

## Audio Menu



**VOLUME**—Press  $\ominus$  to decrease the volume and  $\oplus$  to increase the volume.

**MUTE**—Allow to mute the volume.

## Management Menu



**MENU LOCATION**—Select the location of the OSD on the screen.

**PROJECTION MODE**—Select how the image appears:

- Front Projection-Desktop (the default).
- Rear Projection-Desktop — The projector reverses the image so you can project from behind a translucent screen.

**SIGNAL TYPE**—Manually select signal type RGB, YCbCr, YPbPr.

**LAMP HOUR**—Display the operating hours since the lamp timer reset.

**LAMP RESET**—After you install a new lamp, select Yes to reset the lamp timer.

**POWER SAVING**—Select **Yes** to set the power saving delay period. The delay period is the amount of time you want the projector to wait without signal input. After that set time, the projector enters power saving mode and turns off the lamp. The projector turns back on when it detects an input signal or you press the power button. After two hours, the projector turns off and you need to press the power button to turn the projector on.

**AUTO SOURCE**—Select **On** (the default) to autodetect the available input signals. When the projector is on and you press **SOURCE**, it automatically finds the next available input signal. Select **Off** to lock the current input signal. When **Off** is selected and you press **SOURCE**, you select which input signal you want to use.



**Eco Mode**—Select **On** to use the projector at a lower power level (136 Watts), which may provide longer lamp life, quieter operating and dimmer luminance output on the screen. Select **Off** to operate at normal power level (156 Watts).

**PASSWORD ENABLE**—Select **On** to set one password for individual. Select **Off** to disable the password function.

**CHANGE PASSWORD**—Press to change the password as your preference.

## Language Menu



Press  or  to select the preferred language for the OSD.

## Factory Reset Menu

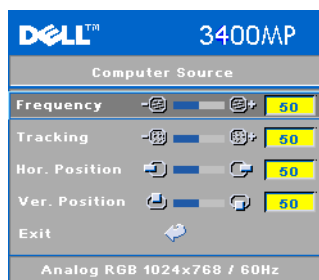


**Factory Reset** --Select **Yes** to reset the projector to its factory default settings. Reset items include both computer sources and video source settings.

## Computer Source Menu



**NOTE:** This menu is only available connected to a computer.



**FREQUENCY**—Change the display data clock frequency to match the frequency of your computer graphics card. If you see a vertical flickering bar, use **Frequency** control to minimize the bars. This is a coarse adjustment.

**TRACKING**—Synchronize the phase of the display signal with the graphic card. If you experience an unstable or flickering image, use the **Tracking** to correct it. This is a fine adjustment.



**NOTE:** Adjust the **Frequency** first and then the **Tracking**.

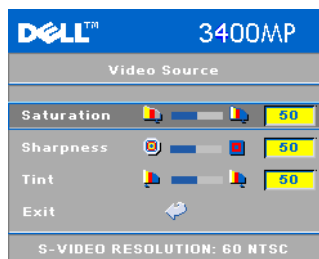
**HOR. POSITION**—Press  $\ominus$  to adjust the horizontal position of the image to the left and  $\oplus$  to adjust the horizontal position of the image to the right.

**VER. POSITION**—Press  $\ominus$  to adjust the vertical position of the image down and  $\oplus$  to adjust the vertical position of the image up.

## Video Source Menu



**NOTE:** This menu is only available with S-video, Video (composite) signal connected.





**SATURATION**—Adjust a video source from black and white to fully saturated color. Press  $\ominus$  to decrease the amount of color in the image and  $\oplus$  to increase the amount of color in the image.





**SHARPNESS**—Press  $\ominus$  to decrease the sharpness and  $\oplus$  to increase the sharpness.

**TINT**—Press  $\ominus$  to increase the amount of green in the image and  $\oplus$  to increase the amount of red in the image.

# Troubleshooting Your Projector

If you experience problems with your projector, see the following troubleshooting tips. If the problem persists, contact Dell.

Problem	Possible Solution
No image appears on the screen	<ul style="list-style-type: none"><li>• Ensure that the lens cap is removed and the projector turned on.</li><li>• Ensure the external graphics port is enabled. If you are using a Dell portable computer, press  . For other computers, see your documentation.</li><li>• Ensure that all the cables are securely connected. See "Connecting Your Projector" on page 7."</li><li>• Ensure that the pins of the connectors are not bent or broken.</li><li>• Ensure that the lamp is securely installed (see "Changing the Lamp" on page 26").</li><li>• Run Self-diagnostic test. See "Self-diagnostic for Video" on page 26. Ensure that the colors of the test pattern are correct.</li></ul>

<b>Problem (continued)</b>	<b>Possible Solution (continued)</b>
Partial, scrolling, or incorrectly displayed image	<ol style="list-style-type: none"> <li>1 Press the <b>Resync</b> button on the remote control or the control panel.</li> <li>2 If you are using a Dell portable computer, set the resolution of the computer to XGA (1024 x 768): <ol style="list-style-type: none"> <li>a Right-click the unused portion of your Windows desktop, click <b>Properties</b> and then select <b>Settings</b> tab.</li> <li>b Verify the setting is 1024 x 768 pixels for the external monitor port.</li> <li>c Press   .</li> </ol> </li> </ol> <p>If you experience difficulty in changing resolutions or your monitor freezes, restart all the equipment and the projector.</p> <p>If you are not using a Dell portable computer, see your documentation.</p>
The screen does not display your presentation	If you are using a portable computer, press   .
Image is unstable or flickering	Adjust the tracking in the OSD <b>Computer Source</b> tab.
Image has vertical flickering bar	Adjust the frequency in the OSD <b>Computer Source</b> tab.
Image color is not correct	<ul style="list-style-type: none"> <li>• If your graphic card output signal is sync on Green, and you would like to display VGA at 60Hz signal, please go into OSD select Management, select Signal Type and then select <b>RGB</b>.</li> <li>• Run the Self-diagnostic test (see " Self-diagnostic for video ") for preliminary diagnostic on image color problem. Ensure that the colors of the test pattern are correct.</li> </ul>
Image is out of focus	<ol style="list-style-type: none"> <li>1 Adjust the focus ring on the projector lens.</li> <li>2 Ensure that the projection screen is within the required distance from the projector (4.9 ft [1.5 m] to 39.4 ft [12 m]).</li> </ol>



<b>Problem (continued)</b>	<b>Possible Solution (continued)</b>
The image is stretched when displaying a 16:9 DVD	<p>The projector automatically detects a 16:9 DVD and adjusts the aspect ratio to full screen with a 4:3 (letter-box) default setting.</p> <p>If the image is still stretched, adjust the aspect ratio as follows:</p> <ul style="list-style-type: none"> <li>• If you are playing a 16:9 DVD, select 4:3 aspect ratio type on your DVD player (if capable).</li> <li>• If you cannot select 4:3 aspect ratio type on your DVD player, select 4:3 aspect ratio in the <b>Image Settings</b> menu in the OSD.</li> </ul>
Image is reversed	Select Management from the OSD and adjust the projection mode.
Lamp is burned out or makes a popping sound	When the lamp reaches its end of life, it may burn out and may make a loud popping sound. If this occurs, the projector does not turn back on. To replace the lamp, see "Changing the Lamp" on page 26.
<b>LAMP</b> light is solid orange	If <b>LAMP</b> light is solid orange, replace the lamp.
<b>LAMP</b> light is blinking orange	If the <b>LAMP</b> light is blinking orange, the lamp cover is not closed properly. Close the lamp cover properly. If the problem persists, contact Dell.
<b>TEMP</b> light is solid orange	The projector has overheated. The display automatically shuts down. Turn the display on again after the projector cools down. If the problem persists, contact Dell.
<b>TEMP</b> light is blinking orange	A projector fan has failed and the projector will automatically shut down. If the problem persists, contact Dell.
The remote control is not operating smoothly or in very limited range	The battery may be low. Check if the laser beam transmitted from the remote is too dim. If so, replace with 2 new AA batteries.

## Self-diagnostic for Video

Dell 3400MP Projector provides self-diagnostic test of the projector video display (for Video, S-video, Component-i). Use this advanced feature for preliminary self-diagnostic on your projector when encountering a display problem for video.

- 1 After turning on the projector, press "+" and "-" buttons on the control panel simultaneously for 3 seconds and release the buttons when screen goes blank.
- 2 Press "+" and "-" buttons again to exit the diagnostic mode.
- 3 While in Self-diagnostic mode, the screen will run a seven-color-cycle test as following:  
Red--> Green--> Blue--> White--> Watchet Blue--> Dark Green--> Yellow.  
Ensure that the colors of the test pattern are correct. Contact Dell if the colors are not displayed correctly.

## Changing the Lamp

Replace the lamp when you see "Lamp is approaching the end of its useful life in full power operation. Replacement suggested! [www.dell.com/lamps](http://www.dell.com/lamps)" appears on the screen. If this problem persists after replacing the lamp, contact Dell.




**CAUTION: The lamp becomes very hot when in use. Do not attempt to replace the lamp until the projector has been allowed to cool down for at least 30 minutes.**




**CAUTION: Do not touch the bulb or the lamp glass at any time. The bulb may explode due to improper handling, including the touching of the bulb or the lamp glass.**

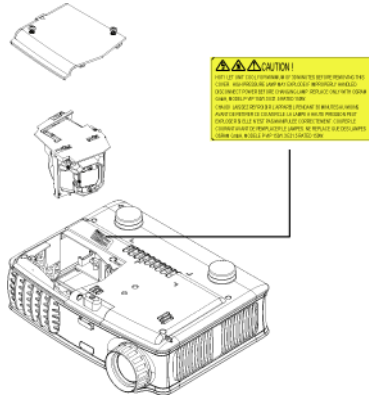
- 1 Turn off the projector and disconnect the power cord.
- 2 Let the projector cool for at least 30 minutes.
- 3 Loosen the 2 screws that secure the lamp cover, and remove the cover.
- 4 Loosen the 2 screws that secure the lamp.

- 5 Pull up the lamp by its metal handle.
- 6 Reverse steps 1 through 5 to install the new lamp.
- 7 Reset the lamp by usage time selecting the left **Lamp Reset** icon in the OSD Management tab.

 **NOTE:** Dell may require that lamps replaced under warranty be returned to Dell. Otherwise, contact your local waste disposal agency for the address of the nearest deposit site.

 **CAUTION: Lamp Disposal (for the US only)**

 **LAMP(S) INSIDE THIS PRODUCT CONTAIN MERCURY AND MUST BE RECYCLED OR DISPOSED OF ACCORDING TO LOCAL, STATE OR FEDERAL LAWS. FOR MORE INFORMATION, GO TO [WWW.DELL.COM/HG](http://WWW.DELL.COM/HG) OR CONTACT THE ELECTRONIC INDUSTRIES ALLIANCE AT [WWW.EIAE.ORG](http://WWW.EIAE.ORG). FOR LAMP SPECIFIC DISPOSAL INFORMATION CHECK [WWW.LAMPRECYCLE.ORG](http://WWW.LAMPRECYCLE.ORG).**





# Specifications

Light Valve	Single-chip DLP™ DDR (double data rate) technology
Brightness	1500 ANSI Lumens (Max.)
Contrast Ratio	2100:1 Typical (Full On/Full Off)
Uniformity	85% Typical (Japan Standard - JBMA)
Lamp	156-watt user-replaceable 3000-hour lamp (up to 4000 hours in eco mode)
Number of Pixels	1024 x 768 (XGA)
Displayable Color	16.7M colors
Color Wheel Speed	100~127.5Hz (2X)
Projection Lens	F/2.7~2.88, f=28.43~32.73 mm with 1.15x manual zoom lens
Projection Screen Size	31.7-246 inches (diagonal)
Projection Distance	4.9~39.4 ft (1.5 m~12 m)
Video Compatibility	NTSC, NTSC 4.43, PAL, PAL-M, PAL-N, SECAM, and HDTV (1080i, 720p, 576i/p, 480i/p) compatibility Composite video, Component video and S-video capability
H. Frequency	15kHz-80kHz (Analog/ Digital)
V. Frequency	50Hz-85Hz (Analog/ Digital)
Power Supply	Universal 100-240V AC 50-60Hz with PFC input
Power Consumption	195 watts typical, 165 watts in eco mode
Audio	1 speaker, 1 watt RMS

Noise Level	38 dB(A) Full-on mode, 36 dB(A) Eco-mode
Weight	2.4 lbs (1.09 kg)
Dimensions (W x H x D)	External 8.0 x 6.0 x 2.9 ± 0.04 inches (204 x 154 x 73.7 ± 1 mm)
Environmental	Operating temperature: 5°C - 35°C (41°F- 95°F)  Humidity: 80% maximum  Storage temperature: -20°C to 60°C (-4°F to 140°F)  Humidity: 80% maximum
Regulatory	FCC, CE, VCCI, UL, cUL, TÜV- GS, ICES-003, MIC, C-Tick, GOST, PCBC, CCC, PSB, EZU, NOM, S-TuV/Argentina
I/O Connectors	Power: AC power input socket  Computer input: one MI-DA for analog/digital/component, HDTV input signals  Video input: one composite video RCA and one S-video  Audio input: one phone jack (diameter 3.5 mm)  Audio output: one phone jack (diameter 3.5 mm)

## Compatibility Modes

Mode	Resolution	(ANALOG)		(DIGITAL)	
		V. Frequency (Hz)	H. Frequency (KHz)	V. Frequency (Hz)	H. Frequency (KHz)
VGA	640X350	70	31.5	70	31.5
VGA	640X350	85	37.9	85	37.9
VGA	640X400	85	37.9	85	37.9
VGA	640X480	60	31.5	60	31.5
VGA	640X480	72	37.9	72	37.9
VGA	640X480	75	37.5	75	37.5
VGA	640X480	85	43.3	85	43.3
VGA	720X400	70	31.5	70	31.5
VGA	720X400	85	37.9	85	37.9
SVGA	800X600	56	35.2	56	35.2
SVGA	800X600	60	37.9	60	37.9
SVGA	800X600	72	48.1	72	48.1
SVGA	800X600	75	46.9	75	46.9
SVGA	800X600	85	53.7	85	53.7
XGA	1024X768	60	48.4	60	48.4
XGA	1024X768	70	56.5	70	56.5
XGA	1024X768	75	60	75	60
XGA	1024X768	85	68.7	-	-
*SXGA	1280X1024	60	63.98	60	63.98
*SXGA	1280X1024	75	79.98	-	-
*SXGA+	1400X1050	60	63.98	-	-
*UXGA	1600x1200	60	75	-	-
MAC LC13*	640X480	66.66	34.98	-	-
MAC II 13*	640X480	66.68	35	-	-
MAC 16*	832X624	74.55	49.725	-	-
MAC 19*	1024X768	75	60.24	-	-
*MAC	1152X870	75.06	68.68	-	-
MAC G4	640X480	60	31.35	-	-
IMAC DV	1024X768	75	60	-	-
* Compressed computer image.					





# Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

**NOTE:** In certain countries, technical support specific to Dell Inspiron™ XPS computers is available at a separate telephone number listed for participating countries. If you do not see a telephone number listed that is specific for Inspiron XPS computers, you may contact Dell through the technical support number listed and your call will be routed appropriately.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Argentina (Buenos Aires) International Access Code: 00 Country Code: 54 City Code: 11	Website: <a href="http://www.dell.com.ar">www.dell.com.ar</a> E-mail: us_latin_services@dell.com E-mail for desktop and portable computers: la-techsupport@dell.com E-mail for servers and EMC® storage products: la_enterprise@dell.com	
	Customer Care	toll-free: 0-800-444-0730
	Tech Support	toll-free: 0-800-444-0733
	Tech Support Services	toll-free: 0-800-444-0724
	Sales	0-810-444-3355
Aruba	General Support	toll-free: 800-1578

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Australia (Sydney)	E-mail (Australia): au_tech_support@dell.com	
International Access Code: 0011	E-mail (New Zealand): nz_tech_support@dell.com	
Country Code: 61	Home and Small Business	1-300-655-533
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Technical Support (portables and desktops)	toll-free: 1-300-655-533
	Technical Support (servers and workstations)	toll-free: 1-800-733-314
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Austria (Vienna)	Website: support.euro.dell.com	
International	E-mail:	
Access Code: 900	tech_support_central_europe@	
Country Code: 43	dell.com	
City Code: 1	Home/Small Business Sales	0820 240 530 00
	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Belgium (Brussels)</b> International Access Code: 00 Country Code: 32 City Code: 2	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail for French-speaking Customers: <a href="mailto:support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/ emaildell/</a> Technical Support for Inspiron XPS computers only Technical Support for all other Dell computers Technical Support Fax Customer Care Corporate Sales Fax Switchboard	    02 481 92 96  02 481 92 88  02 481 92 95 02 713 15 .65 02 481 91 00 02 481 92 99 02 481 91 00
<b>Bermuda</b>	General Support	1-800-342-0671
<b>Bolivia</b>	General Support	toll-free: 800-10-0238
<b>Brazil</b> International Access Code: 00 Country Code: 55 City Code: 51	Website: <a href="http://www.dell.com/br">www.dell.com/br</a> Customer Support, Technical Support Technical Support Fax Customer Care Fax Sales	 0800 90 3355  51 481 5470 51 481 5480 0800 90 3390
<b>British Virgin Islands</b>	General Support	toll-free: 1-866-278-6820

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Brunei</b>  Country Code: 673	Customer Technical Support (Penang, Malaysia)	604 633 4966
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales (Penang, Malaysia)	604 633 4955
<b>Canada (North York, Ontario)</b>	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a>	
International Access Code: 011	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	Customer Care (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-387-5757
	Technical Support (printers, projectors, televisions, handhelds, digital jukebox, and wireless)	1-877-335-5767
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
<b>Cayman Islands</b>	General Support	1-800-805-7541
<b>Chile (Santiago)</b>  Country Code: 56  City Code: 2	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
China (Xiamen) Country Code: 86 City Code: 592	Technical Support website: <a href="http://support.dell.com.cn">support.dell.com.cn</a> Technical Support E-mail: <a href="mailto:cn_support@dell.com">cn_support@dell.com</a> Customer Care E-mail: <a href="mailto:customer_cn@dell.com">customer_cn@dell.com</a> Technical Support Fax Technical Support (Dell™ Dimension™ and Inspiron) Technical Support (OptiPlex™, Latitude™, and Dell Precision™) Technical Support (servers and storage) Technical Support (projectors, PDAs, switches, routers, and so on) Technical Support (printers) Customer Care Customer Care Fax Home and Small Business Preferred Accounts Division Large Corporate Accounts GCP Large Corporate Accounts Key Accounts Large Corporate Accounts North Large Corporate Accounts North Government and Education Large Corporate Accounts East Large Corporate Accounts East Government and Education	592 818 1350 toll-free: 800 858 2969 toll-free: 800 858 0950 toll-free: 800 858 0960 toll-free: 800 858 2920 toll-free: 800 858 2311 toll-free: 800 858 2060 592 818 1308 toll-free: 800 858 2222 toll-free: 800 858 2557 toll-free: 800 858 2055 toll-free: 800 858 2628 toll-free: 800 858 2999 toll-free: 800 858 2955 toll-free: 800 858 2020 toll-free: 800 858 2669

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
<b>Colombia</b>	General Support	980-9-15-3978
<b>Costa Rica</b>	General Support	0800-012-0435
<b>Czech Republic (Prague)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a>	
International Access Code: 00	Technical Support	22537 2727
Country Code:	Customer Care	22537 2707
420	Fax	22537 2714
	Tech Fax	22537 2728
	Switchboard	22537 2711



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Denmark (Copenhagen)	Website: support.euro.dell.com E-mail: support.euro.dell.com/dk/da/emai ldell/	
International Access Code: 00		
Country Code: 45	Technical Support for Inspiron XPS computers only	7010 0074
	Technical Support for all other Dell computers	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Switchboard Fax (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Finland (Helsinki)	Website: support.euro.dell.com	
	E-mail:	
International Access Code: 990	support.euro.dell.com/fi/fi/ emaildell/	
Country Code: 358	Technical Support	09 253 313 60
	Customer Care	09 253 313 38
City Code: 9	Fax	09 253 313 99
	Switchboard	09 253 313 00

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
France (Paris) (Montpellier)	Website: support.euro.dell.com E-mail:	
International Access Code: 00	support.euro.dell.com/fr/fr/ emaildell/	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support for Inspiron XPS computers only	0825 387 129
	Technical Support for all other Dell computers	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Germany (Langen)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail:	
International Access Code: 00	<a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 49	Technical Support for Inspiron XPS computers only	06103 766-7222
City Code: 6103	Technical Support for all other Dell computers	06103 766-7200
	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000
Greece	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail:	
Country Code: 30	<a href="http://support.euro.dell.com/gr/en/emailldell/">support.euro.dell.com/gr/en/emailldell/</a>	
	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Hong Kong</b>	Website: support.ap.dell.com	
International Access Code: 001	Technical Support E-mail: apsupport@dell.com	
Country Code: 852	Technical Support (Dimension and Inspiron)	2969 3188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
<b>India</b>	Technical Support	1600 33 8045
	Sales (Large Corporate Accounts)	1600 33 8044
	Sales (Home and Small Business)	1600 33 8046

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Ireland (Cherrywood) International Access Code: 16 Country Code: 353 City Code: 1	Website: support.euro.dell.com	
	E-mail: dell_direct_support@dell.com	
	Technical Support for Inspiron XPS computers only	1850 200 722
	Technical Support for all other Dell computers	1850 543 543
	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Italy (Milan)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00 Country Code: 39 City Code: 02	E-mail: <a href="mailto:support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/ emaildell/</a> <b>Home and Small Business</b>	
	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
<b>Jamaica</b>	General Support (dial from within Jamaica only)	1-800-682-3639
<b>Japan (Kawasaki)</b>	Website: <a href="http://support.jp.dell.com">support.jp.dell.com</a>	
International Access Code: 001 Country Code: 81 City Code: 44	Technical Support (servers) Technical Support outside of Japan (servers) Technical Support (Dimension and Inspiron) Technical Support outside of Japan (Dimension and Inspiron) Technical Support (Dell Precision, OptiPlex, and Latitude) Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	toll-free: 0120-198-498 81-44-556-4162 toll-free: 0120-198-226 81-44-520-1435 toll-free: 0120-198-433 81-44-556-3894

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
Korea (Seoul) International Access Code: 001 Country Code: 82 City Code: 2	Technical Support	toll-free: 080-200-3800
	Sales	toll-free: 080-200-3600
	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000
	Technical Support (Electronics and Accessories)	toll-free: 080-200-3801



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600
		or 512 728-3772
<b>Luxembourg</b>  International Access Code: 00 Country Code: 352	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
<b>Macao</b>  Country Code: 853	Technical Support	toll-free: 0800 105
	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Malaysia (Penang)  International Access Code: 00 Country Code: 60 City Code: 4	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 0193
	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 88 1306
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 88 1386
	Customer Service (Penang, Malaysia)	04 633 4949
	Transaction Sales	toll-free: 1 800 888 202
	Corporate Sales	toll-free: 1 800 888 213
Mexico  International Access Code: 00 Country Code: 52	Customer Technical Support	001-877-384-8979
		or 001-877-269-3383
	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
Montserrat		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
Netherlands Antilles	General Support	toll-free: 1-866-278-6822
	General Support	001-800-882-1519

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
	Technical Support for Inspiron XPS computers only	020 674 45 94
	Technical Support for all other Dell computers	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand International Access Code: 00 Country Code: 64	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a>	
	E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a>	
	Technical Support (for desktop and portable computers)	toll-free: 0800 446 255
	Technical Support (for servers and workstations)	toll-free: 0800 443 563
	Home and Small Business	0800 446 255
	Government and Business Sales	0800 444 617
	Fax	0800 441 566
Nicaragua	General Support	001-800-220-1006

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Norway (Lysaker)	Website: support.euro.dell.com	
International	E-mail:	
Access Code: 00	support.euro.dell.com/no/no/emai	
Country Code: 47	ldell/	
	Technical Support	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	General Support	001-800-507-0962
Peru	General Support	0800-50-669
Poland (Warsaw)	Website: support.euro.dell.com	
International	E-mail:	
Access Code: 011	pl_support_tech@dell.com	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Portugal	Website: support.euro.dell.com	
International Access Code: 00 Country Code: 351	E-mail: support.euro.dell.com/pt/en/emai ldell/  Technical Support  Customer Care  Sales    Fax	   707200149  800 300 413  800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10  21 424 01 12
Puerto Rico	General Support	1-800-805-7545
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore) International Access Code: 005 Country Code: 65	Website: support.ap.dell.com  Technical Support (Dimension, Inspiron, and Electronics and Accessories)  Technical Support (OptiPlex, Latitude, and Dell Precision)  Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)  Customer Service (Penang, Malaysia)  Transaction Sales  Corporate Sales	  toll-free: 1800 394 7430  toll-free: 1800 394 7488  toll-free: 1800 394 7478  604 633 4949  toll-free: 1 800 394 7412  toll-free: 1 800 394 7419

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Slovakia (Prague)	Website: support.euro.dell.com	
International	E-mail: czech_dell@dell.com	
Access Code: 00	Technical Support	02 5441 5727
Country Code: 421	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585
South Africa (Johannesburg)	Website: support.euro.dell.com	
International	E-mail:	
Access Code: 09/091	dell_za_support@dell.com	
	Gold Queue	011 709 7713
	Technical Support	011 709 7710
Country Code: 27	Customer Care	011 709 7707
City Code: 11	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Spain (Madrid)	Website: support.euro.dell.com	
International	E-mail:	
Access Code: 00	support.euro.dell.com/es/es/email	
Country Code: 34	dell/	
City Code: 91	<b>Home and Small Business</b>	
	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: support.euro.dell.com	
International	E-mail:	
Access Code: 00	support.euro.dell.com/se/sv/	
Country Code: 46	emaildell/	
City Code: 8	Technical Support	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 590 05 185

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Switzerland (Geneva)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: Tech_support_central_Europe@ dell.com	
Country Code: 41	E-mail for French-speaking HSB and Corporate Customers:	
City Code: 22	support.euro.dell.com/ch/fr/ emaildell/	
	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
<b>Taiwan</b>	Website: support.ap.dell.com	
International Access Code: 002	E-mail: ap_support@dell.com	
Country Code: 886	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 651 227



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Thailand	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
International Access Code: 001	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
Country Code: 66	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service (Penang, Malaysia)	604 633 4949
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.K. (Bracknell)	Website: support.euro.dell.com	
International Access Code: 00	Customer Care website: support.euro.dell.com/uk/en/ECare/Form/Home.asp	
Country Code: 44		
City Code: 1344	E-mail: dell_direct_support@dell.com	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598- 2521

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)  International Access Code: 011  Country Code: 1	Automated Order-Status Service	toll-free: 1-800-433-9014
	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <b>www.dellfinancialservices.com</b>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879- 3355

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

# Appendix: Regulatory Notices

## FCC Notices (U.S. Only)

Most Dell computer systems are classified by the Federal Communications Commission (FCC) as Class B digital devices. To determine which classification applies to your computer system, examine all FCC registration labels located on the bottom, side, or back panel of your computer, on card-mounting brackets, and on the cards themselves. If any one of the labels carries a Class A rating, your entire system is considered to be a Class A digital device. If *all* labels carry an FCC Class B rating as distinguished by either an FCC ID number or the FCC logo, (FCC), your system is considered to be a Class B digital device.

Once you have determined your system's FCC classification, read the appropriate FCC notice. Note that FCC regulations provide that changes or modifications not expressly approved by Dell could void your authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

## Class A

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.

## Class B

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

FCC Identification Information

The following information is provided on the device or devices covered in this document in compliance with FCC regulations:

- Product name: DLP Projector
- Model number: 3400MP/DELL
- Company name:  
Dell Inc.  
One Dell Way  
Round Rock, Texas 78682 USA  
512-338-4400

NOM Information (Mexico Only)

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM):

Exporter: Dell Inc.  
One Dell Way  
Round Rock, TX 78682

Importer: Dell Computer de México, S.A. de C.V.  
Paseo de la Reforma 2620 - 11° Piso  
Col. Lomas Altas  
11950 México, D.F.

Ship to: Dell Computer de México, S.A. de C.V.  
al Cuidado de Kuehne & Nagel de México S. de R.L.  
Avenida Soles No. 55  
Col. Peñon de los Baños  
15520 México, D.F.

Model	Supply Voltage	Frequency	Current Consumption
3400MP	AC 100-240 V	50-60 Hz	2.3 A

# Glossary

**ANSI Lumens**— A standard for measuring light output, used for comparing projectors.

**Aspect Ratio**—The most popular aspect ratio is 4:3 (4 by 3). Early television and computer video formats are in a 4:3 aspect ratio, which means that the width of the image is 4/3 times the height.

**Backlit (Backlight)**—Refers to a remote control, or a projector control panel, that has buttons and controls that are illuminated.

**Bandwidth**— The number of cycles per second (Hertz) expressing the difference between the lower and upper limiting frequencies of a frequency band; also, the width of a band of frequencies.

**Brightness**— The amount of light emitting from a display or projection display or projection device. The brightness of projector is measured by ANSI lumens.

**Color Temperature**— A method of measuring the whiteness of a light source. Metal halide lamps have a higher temperature compared to halogen or incandescent lights.

**Component Video**—A method of delivering quality video in a format that contains all the components of the original image. These components are referred to as luma and chroma and are defined as Y'Pb'Pr' for analog component and Y'Cb'Cr' for digital component. Component video is available on DVD players and projectors.

**Composite Video** — The combined picture signal, including vertical and horizontal blanking and synchronizing signals.

**Compression**— A function that deletes resolution lines from the image to fit in the display area.

**Compressed SVGA**— To project an 800x600 image to a VGA projector, the original 800x600 signal must be compressed down. The data displays all the information with only two thirds of the pixels (307,000 vs 480,000). The resulting image is SVGA page size but sacrifices some of the image quality. If you are using an SVGA computers, connecting VGA to a VGA projector, provide better results.

**Compressed SXGA**— Found on XGA projectors, compressed SXGA handling allows these projectors to handle up to 1280x1024 SXGA resolution.

**Compressed XGA**— Found on SVGA projectors, compressed XGA handling allows these projectors to handle 1024x768 XGA resolution.

**Contrast Ratio**— Range of light and dark values in a picture, or the ratio between their maximum and minimum values. There are two methods used by the projection industry to measure the ratio:

- 1 **Full On/Off** — measures the ratio of the light output of an all white image (full on) and the light output of an all black (full off) image.
- 2 **ANSI** — measures a pattern of 16 alternating black and white rectangles. The average light output from the white rectangles is divided by the average light output of the black rectangles to determine the ANSI contrast ratio.

*Full On/Off* contrast is always a larger number than ANSI contrast for the same projector.

**dB**— decibel—A unit used to express relative difference in power or intensity, usually between two acoustic or electric signals, equal to ten times the common logarithm of the ratio of the two levels.

**Diagonal Screen**— A method of measuring the size of a screen or a projected image. It measures from one corner to the opposite corner. A 9FT high, 12FT wide, screen has a diagonal of 15FT. This document assumes that the diagonal dimensions are for the traditional 4:3 ratio of a computer image as per the example above.

**DLP**— Digital Light Processing—Reflective display technology developed by Texas Instruments, using small manipulated mirrors. Light passes through a color filter is sent to the DLP mirrors which arrange the RGB colors into a picture projected onto screen, also known as DMD.

**DMD**— digital Micro- Mirror Device— Each DMD consists of thousands of tilting, microscopic aluminum alloy mirrors mounted on a hidden yoke.

**DVI**— Digital Visual Interface— Defines the digital interface between digital devices such as projectors and personal computers. For devices that support DVI, a digital to digital connection can be made that eliminates the conversion to analog and thereby delivers an unblemished image.

**Focal Length**— The distance from the surface of a lens to its focal point.

**Frequency**— It is the rate of repetition in cycles per seconds of electrical signals. Measured in Hz.

**Hz** — Frequency of an alternating signal. See Frequency.

**Keystone Correction**— Device that will correct an image of the distortion (usually a wide-top narrow-bottom effect) of a projected image caused by improper projector to screen angle.

**Laser Pointer**— A small pen or cigar sized pointer that contains a small battery powered laser, which can project a small, red (typically), high intensity beam of light that is immediately very visible on the screen.



**Maximum Distance**— The distance from a screen the projector can be to cast an image that is useable (bright enough) in a fully darkened room.

**Maximum Image Size**— The largest image a projector can throw in a darkened room. This is usually limited by focal range of the optics.

**Metal Halide Lamp**— The type of lamp used in many medium and all high end portable projectors. These lamps typically have a "half-life" of 1000-2000 hours. That is they slowly lose intensity (brightness) as they are used, and at the "half-life" point, they are half as bright as when new. These lamps output a very "hot" temperature light, similar to mercury vapor lamps used in streetlights.. Their whites are "extremely" white (with slight bluish cast.) and make Halogen lamp's whites look very yellowish by comparison.

**Minimum Distance**— The closest position that a projector can focus an image onto a screen.

**NTSC**— The United States broadcast standard for video and broadcasting.

**PAL**— A European and international broadcast standard for video and broadcasting. Higher resolution than NTSC.

**Power Zoom**— A zoom lens with the zoom in and out controlled by a motor, usually adjusted from the projector's control panel and also the remote control.

**Reverse Image**— Feature that allows you to flip the image horizontally. When used in a normal forward projection environment text, graphics, etc, are backwards. Reverse image is used for rear projection.

**RGB**— Red, Green, Blue— typically used to describe a monitor that requires separate signals for each of the three colors.

**S-Video**—A video transmission standard that uses a 4-pin mini-DIN connector to send video information on two signal wires called luminance (brightness, Y) and chrominance (color, C). S-Video is also referred to as Y/C.

**SECAM**— A French and international broadcast standard for video and broadcasting. Higher resolution than NTSC.

**SVGA**— Super Video Graphics Array— 800 x 600 pixels count.

**SXGA**— Super Ultra Graphics Array,—1280 x 1024 pixels count.

**UXGA**— Ultra Extended Graphics Array—1600 x 1200 pixels count.

**VGA**— Video Graphics Array—640 x 480 pixels count.

**XGA**— Extra Video Graphics Array— 1024 x 768 pixels count.

**Zoom Lens**— Lens with a variable focal length that allows operator to move the view in or out making the image smaller or larger.

**Zoom Lens Ratio**— Is the ratio between the smallest and largest image a lens can projector from a fixed distance. For example, a 1.4:1 zoom lens ratio means that a 10 foot image without zoom would be a 14 foot image with full zoom.

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